SYED MEHMOOD HUSSAIN

IT CORE OFFICER

I am a technology enthusiast who is constantly exploring new technologies related to my profession. I enjoy learning and enhancing my skills through training and self-improvement activities. Whether it's personal or professional, I strive to continuously improve and challenge myself to reach my full potential.

Contact

Mobile
0581724631

Email
inbox.syedmehmood@gmail.com

Address
Al-Owais Building Flat 801 Room #04 Banyas secures Daira Dubai.

Education

2008
Bachelor Degree (B.com)
University of Karachi

2006
Intermediate (I.com)
Al- NoorDegree College

2004
Matriculation (Computer Science)
Impact Grammar School

Expertise

- User Maintains
- UAT
- Helpdesk-Support
- CSE

Language

English

Urdu

Experience

May,2022 - April,2023
Finca Micro Finance Bank LTD - Head Officer-Lahore
CBS OFFICER (IT)

- Working on Autosoft (AutoBAnker) Application
- Core Application Support to Users
- Data Retrieving Through SQL
- Coordination with Vendor to fix system Bug, Bugs Fix Deployment on UAT Support for UAT User to Perform Testing of Bugs\Issues Build
- Technical support for all allied applications running in Bank
- Logging Technical issues and their resolution in time
- Provide Technical support to Data Base \System Admin

2021-2022
APNA MICRO FINANCE BANK -Head Office-Lahore
IT OFFICER

- Provided client support by responding to inquiries and troubleshooting issues related to banking services.
- Managed executive user accounts by facilitating user transfers and rights management to ensure secure and efficient use of the system.
- Offered branch support by resolving issues related to end-of-day (EOD) operations, including Auto Banker, ETL running, and MIS extraction.
- Ensured system integrity by performing backup and restore functions, including Jar deployment backup management, DR site management, and policy encryption.

2015 - 2017
Al-Kaseb Enterprise Head Office Karachi
Team Lead IT Helpdesk

- Served as the first point of contact for customers seeking technical assistance over the phone or email.
- Performed remote troubleshooting through diagnostic techniques and pertinent questions to identify the root cause of the issue.
- Determined the best solution based on the issue and details provided by customers, and provided accurate information on IT products or services.
- Maintained a detailed record of events and problems, along with their resolution, in logs to facilitate future reference.

2012-2014
HYUNDAI PAKISTAN (State Bank Of Pakistan)
Resident Engineer

Internship

2005-2008

NIFT-National Institutional Facilitation Technologies (Pvt.) Limited

Note Processor Officer

One Year Worked & Internship as a System Engineer in State Bank of Pakistan

Certifications

Six Month Certificate of Web page Designing from APTECH Institute-2007

Study Six Month Certificate in Cyber Security Completed in August 2022

Six Month Certificate Hardware from MIT – 2011

Six Month Certificate Hardware and Networking from Skill Development Council

Certificate of Completion 'Culture and Diversity, Inclusion and Belonging' - March 24, 2023

Certificate of Completion 'Information of Security Awareness and Retrain' - Oct 04, 2022

Certificate of Completion 'FDA - Mandatory Information Security Awareness Training' - Oct 03, 2022

Certificate of Completion 'FDA - Mandatory Information Security Awareness Training' - Oct 03, 2022

Cisco CyberSecurity Essential Course - Feb 06,2023

Personal Detail

DOB : 21-03-1988

NIC : 42101-0145748-1

Father Name : Syed Najaf Hussain

Nationality : Pakistani

Visa Status : Visitor

Passport No : DN6897484

Reference

Reference can be provided on demand